

Parking Authority of Baltimore City

200 W. Lombard Street
Suite B
Baltimore, MD 21201

Telephone: (443) 573-2800
Facsimile: (443) 573-2816

Credit Card Transactions Processing

Request for Information & Interest

Responses due: October 26th, 2007 by 4pm EST

1.0 Introduction

1.1 Parking Authority of Baltimore City (PABC)

The Parking Authority of Baltimore City (“The Authority” or “PABC”) is requesting information and comments from qualified firms and other entities interested in processing credit card transactions completed at all City of Baltimore Parking Facilities, the Residential Permit Parking Program, and On-Street Parking Meters. PABC is seeking information and comments in order to evaluate available options to process the multitude of transactions. The Parking Authority currently processes these transactions at multiple locations: the parking garages, the multi-space parking meters, the PABC Office and online, using the following collection procedures: on-site point of sales, electronic funds transfer and via lockbox. PABC also welcomes any other comments that may assist us in making this evaluation in streamlining our overall payment processing procedures. More information about the PABC can be found at www.baltimorecity.gov.

The Baltimore City Parking Authority is a quasi-public, non-profit corporation, organized under the laws of the State of Maryland. The Parking Authority oversees the management of all City-owned garages and lots, it administers the city’s residential permit parking program, and on-street regulations. In that capacity, and to facilitate the Authority’s management of those assets, the Authority has assumed all of the duties previously performed by the City’s Purchasing Agent in regards to parking operations.

2.0 Information Being Requested

The Parking Authority of Baltimore City is seeking recommendations from respondents on methods of processing our credit card transactions based on the information provided below. This should include solutions for completing all credit card transactions either through a centralized location, having them processed at multiple locations, or any other solutions. Respondent submissions must be specific.

This is a request for information and interest and does not bind the respondent to any commitment nor obligate the PABC to award any contract.

2.1 Details

The Parking Authority of Baltimore City has been innovative with implementing improved technology to better manage the parking assets for the City of Baltimore. In doing so, we have implemented credit card payments as an option. Our credit card volume has doubled over the past year and will continue to grow as we add additional Multi-Space Meters and additional programs to our services. The increased volume has caused our credit card fees to increase substantially. Currently we average around

75,000 transactions generating approximately \$450,000 in credit card sales on a monthly basis for all operations. The breakdowns of transactions are as follows

a) Off-Street

We currently have 15 Parking Facilities accepting credit card transactions for monthly contract and transient parking. As of the date of the RFII, we process about 25,000 transactions resulting in approximately \$325,000 of sales for both monthly and transient customers. The current average monthly fees to process these transactions are around \$6,700 each month or roughly 2.03% of revenue.

b) Residential Parking Program

We currently administer this program for 38 Residential Parking areas with roughly 48,000 combined active permit holders. The current total monthly revenue collected in credit card transactions as of the date of this RFII are around \$35,000 through the processing of approximately 1000 transactions. Associated fees to process these transactions are roughly \$1,000 per month or 2.77% of revenue.

c) Meter Collections

We currently have 375 multi-space meters installed in the City of Baltimore as of the date of this RFII. The Parking Authority plans to continue replacing single space meters with multi-space meters for the foreseeable future. The total monthly meter collections via credit card transactions as of the date of this RFII are around \$100,000 generated from the processing of about 48,000 transactions. Please note that these sales average less than \$3.00 per transaction resulting in fees of around \$16,000 or 15.59% of revenue.

2.2 Additional Information

See Appendix A.

3.0 Instructions for Responding to this RFI

3.1 Who May Respond

Responses from anyone in industry, government or academia with practical knowledge of Credit Card Transaction Processing are welcome.

3.2 How to Respond

Please submit five (5) paper copies of the requested information by Friday, October 26th, 2007, 4:00 PM US Eastern Time. All submissions should be sent to the address below:

Parking Authority of Baltimore City
c/o Reggie Jarvis
200 W. Lombard Street
Suite B
Baltimore, Maryland 21201

Responses to this RFI must be received at PABC no later than 4:00 PM US Eastern.

3.3 RFI Response Contact

Companies responding to this RFI shall designate a single contact within that company for receipt of all subsequent information regarding this RFI and possible Request for Proposals (RFPs).

3.4 Format of RFI Responses

The following outline is offered to assist in the development of your response. You should include:

- A cover letter -- the cover letter should include a brief summary of your response, such as indicating to which areas you are responding and must also indicate if supporting documentation is included in your response.
- The response itself, covering any or all of the areas of information requested by this RFI.
- If required, a glossary that maps terminology used in your response to PABC.

3.5 Reimbursement

The PABC will not reimburse submitters for any costs in conjunction with their responses to this RFI.

3.6 Questions Regarding this RFI

Any technical questions regarding this RFI should be sent in writing to:

Parking Authority of Baltimore City
c/o Reggie Jarvis
200 W. Lombard Street
Suite B
Baltimore, Maryland 21201

Phone: (443) 573-2813

Fax: (443) 573-2816

Email: Reginald.Jarvis@baltimorecity.gov

4.0 Response Review Process and Schedule

4.1 Review Process

This PABC RFI is issued with the intent to survey the industry to obtain information that provides guidance which may then be used in the preparation of an RFP or RFPs.

4.2 Clarification

To fully comprehend the information contained within a response to this RFI, the reviewing group may seek further clarification on that response. This clarification may be requested in the form of brief verbal communication by telephone; written communication; electronic communication; or a presentation.

4.3 Schedule

The schedule for responding to this RFI is as follows. Please note that early responses are encouraged.

RFI Issued: Friday, September 14th, 2007

Pre Proposal Conference: Tuesday, September 25th, 2007 @ PABC Offices
1:00 PM US Eastern

Additional Questions Due: Friday, September 28th, 2007, 4:00 PM US Eastern

Addendum Issued: Friday, October 5th, 2007

RFI responses Due: Friday, October 26th, 2007, 4:00 PM US Eastern Time

Appendix A

The chart below provides 3-month total and monthly averages for all credit card transactions processed by division.

3 Month Totals

Facility or Program	# of Transactions	Total Charges	Total Fees	Fees % of Revenue
Off-Street Facilities	77,397	\$ 998,168.00	\$ 20,237.86	2.03%
Parking Meter Pilot	145,937	\$ 319,036.15	\$ 49,724.92	15.59%
Residential Parking Permits	3,028	\$ 115,650.00	\$ 3,202.40	2.77%

Monthly Averages

Facility or Program	# of Transactions	Total Charges	Total Fees	Fees % of Revenue
Off-Street Facilities	25,799	\$ 332,722.67	\$ 6,745.95	2.03%
Parking Meter Pilot	48,646	\$ 106,345.38	\$ 16,574.97	15.59%
Residential Parking Permits	1,009	\$ 38,550.00	\$ 1,067.47	2.77%